# State of Nebraska Service Portal
# Quick User Guide

# What is the State of Nebraska Service Portal?

The State of Nebraska Service Portal is a browser based replacement for Microsoft Service Manager Console application. This easy to use portal will allow the user to report incidents, request services, and search the knowledge base.

User will be able to check the status of their requests and communicate with the service desk/analysts via the portal. This portal is easily accessible through any browser, providing a faster way for user to get the services they need.

## Login to the State of Nebraska Service Portal

To login to the portal open any web browser (IEv11, Firefox, Chrome etc) and in the address field type in the following address:  https://serviceportal.ne.gov

(This will bring you to the sign in page.)

State of Nebraska IT Service Portal

**USERNAME**

firstname.lastname

**PASSWORD**

●●●●●●●●●●

☑ REMEMBER ME

Login

Enter your state email account user name in the Username box. Next enter your email password in the Password box.

Check the Remember Me box to have your credentials saved. (Keep in mind if you use this option this password will need to be changed whenever your employee password is changed.)

Click Login

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## View Announcements

After logging into the Portal, please be aware of announcements that may be posted near the top of the page. Select the 'Show Announcements' to view announcements that have been posted.
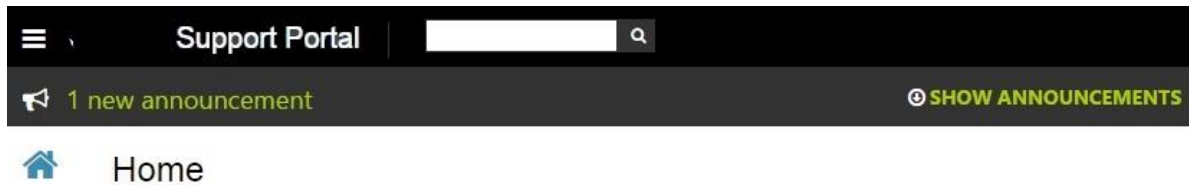


## Home Page

The Home page is where the Service Catalog is located. The users can browse through the services offered or use the search bar to narrow the selection. Once the user selects the service they require, the form to report an incident or submit a service request will open.
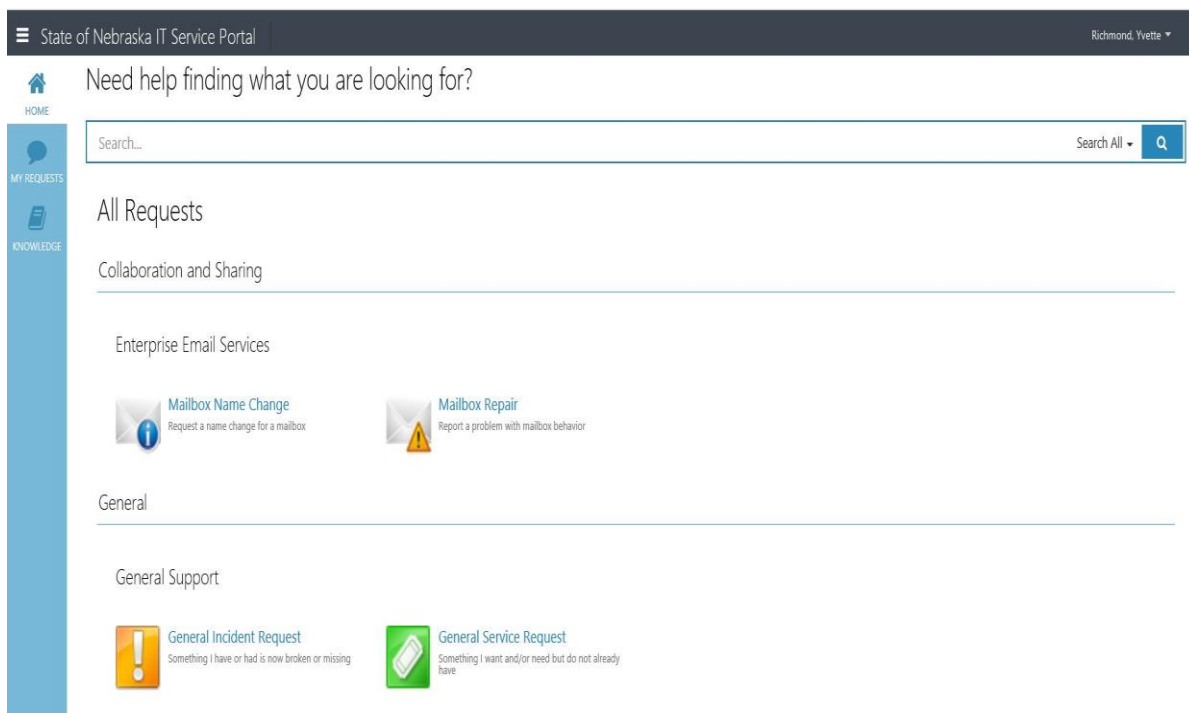
## Incident Request vs Service Request

Incident requests are used for unplanned interruption to an IT service prompting end users to contact the service desk for troubleshooting support such as no Internet service, the computer won't boot or inability to access shared network folders.

Service requests generally refer to something the user wants and/or needs but does not already have, such as equipment procurement (laptop/desktop, software) or a new employee needs an email address.

General Support

General Incident Request
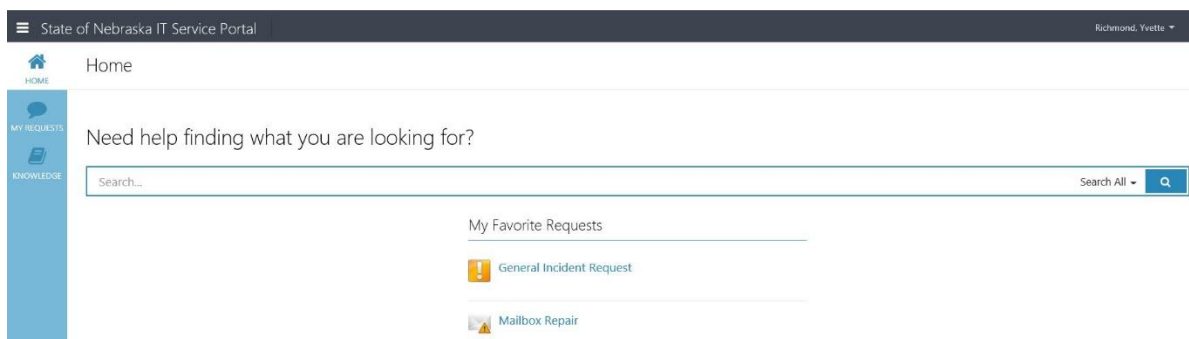Something I have or had is now broken or missing

General Service Request
Something I want and/or need but do not already have

## My Favorite Requests

You can save services that you request frequently. Hover over the service and click on the star. The service will then appear at the top of the page under favorite requests.



## My Requests

To check the status of a requests click My Requests and the requests that you have submitted will be displayed. You can also add notes to the Action Log, attach files to your requests or close requests.
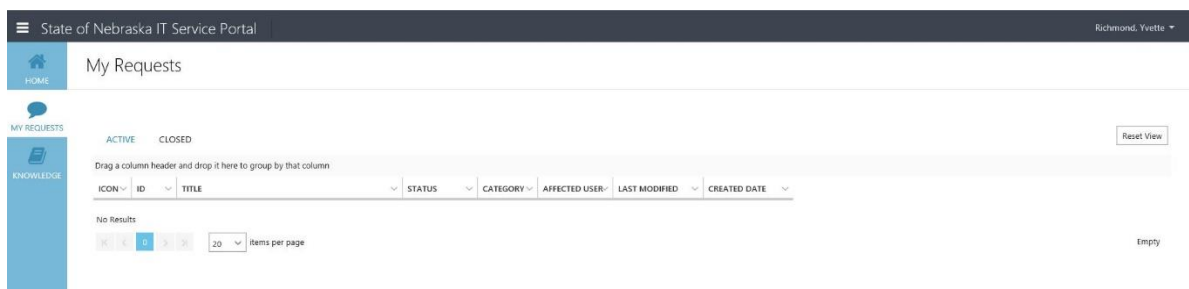
## Knowledge Base

On the Knowledge page, you will find the basic and advanced searches you may use to find helpful information about applications and services

The Knowledge Base provides a mechanism for getting answers to common questions, allowing you to "help yourself" in many cases, resulting in a faster resolution time.
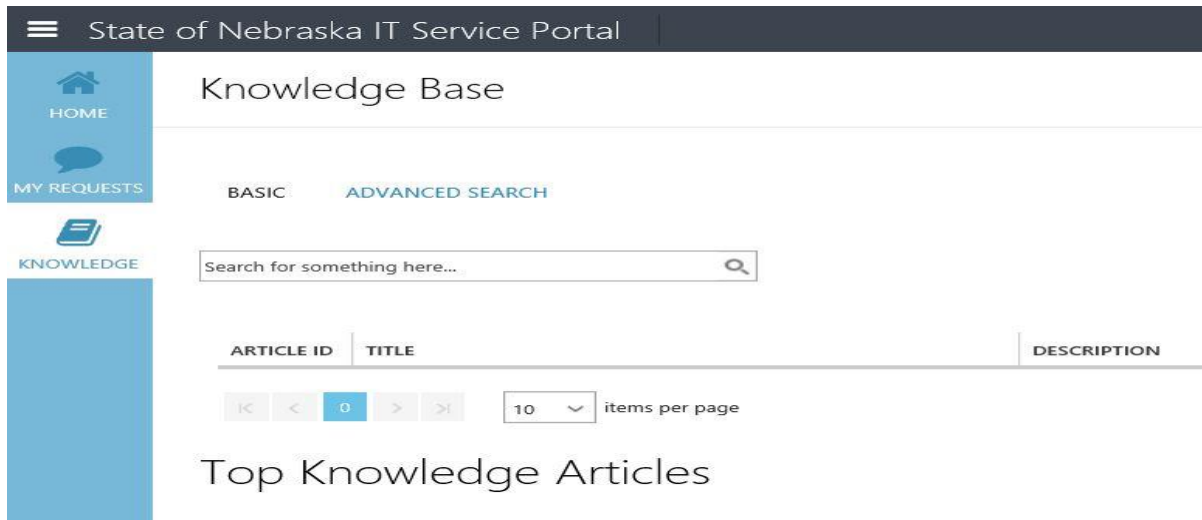


## Logout of Service Portal

To logout of the Portal, click the arrow next to your name (in the top right-hand corner). Click Logout, this will take you back to the portal login page.
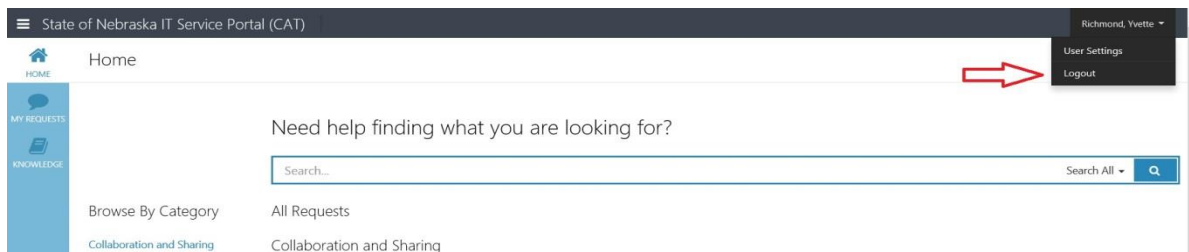


**For further information please contact:**

Office of the CIO Help Desk
cio.help@nebraska.gov
402-471-4636 or 800-982-2468